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(54) **ELEVATOR CAR SPACE ALLOCATION BASED ON DETECTING VOICES OF POTENTIAL PASSENGERS**

AUFZUGSKABINENRAUMZUWEISUNG AUF BASIS DER ERFASSUNG VON STIMMEN VON POTENZIELLEN PASSAGIEREN

ATTRIBUTION D'ESPACE DE CABINE D'ASCENSEUR BASÉE SUR LA DÉTECTION DE VOIX DE PASSAGERS POTENTIELS

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## Description

### BACKGROUND

**[0001]** Elevator systems have proven useful for carrying passengers between different levels in a building. For many years an individual desiring elevator service would indicate an intended direction of travel from a particular floor by pressing a hall call button. In response to such a call the elevator system controller would determine whether the passenger intended to travel up or down from the boarding floor and direct a car to that floor, illuminate a direction light near the entrance to the car, and open the door so the passenger could board. Once in the elevator car the passenger would be able to indicate an intended destination floor through a car operating panel, which typically includes a set of buttons corresponding to the potential destination floors.

**[0002]** Advances in technology have allowed for elevator systems to become more sophisticated or versatile. For example, destination entry systems allow passengers to enter an intended destination prior to entering an elevator car. An elevator dispatch controller determines which elevator car will most efficiently service each such request and assigns an elevator car for each passenger. The car assignment process usually includes considering whether sufficient room is available in a candidate car based on the number of passengers assigned to that car. Once a suitable car is identified, there are various known techniques to notify the passenger which car has been assigned to travel to the intended destination.

**[0003]** One challenge associated with destination entry systems is that not every individual desiring service will place a call. Instead, for example, if several people intend to travel together in an elevator car oftentimes only one of them will place the call. The dispatch controller typically does not have the ability to determine whether additional passengers will accompany the individual who placed the call. There may not be adequate room on an elevator car that is assigned to several passengers when, in reality, several more intend to board that car. This scenario is particularly challenging in peak traffic situations when many people desire elevator service at or around the same time and passengers may be frustrated that the assigned car fills up before they are able to board.

**[0004]** EP 3228569 discloses a system and method of assigning an elevator car of an elevator system based on an adjustment parameter, wherein the adjustment parameter includes at least a person to call ratio.

### SUMMARY

**[0005]** According to a first aspect of the present invention, a device is provided according to claim 1.

**[0006]** In some examples, the processor is configured to determine the number of passengers based on the indication from the sound detector indicating a number of unique voice signatures detected by the sound detector,

or, or a number of directions from which voices were detected by the sound detector, or both of the number of unique voice signatures and the number of directions.

**[0007]** In some examples, the processor is configured to determine the number of passengers by interpreting words spoken by at least one of the number of passengers after the call is placed.

**[0008]** In some examples, the words spoken indicate a desire to be included as one of the number of passengers associated with the call.

**[0009]** In some examples, the device includes a dispatch controller configured to assign at least one elevator car to the call, the processor communicates the number of passengers associated with the call to the dispatch controller, and the dispatch controller performs at least one function in response to the number of passengers communicated by the processor.

**[0010]** In some examples, the at least one function comprises at least: determining a number of elevator cars needed to carry the number of passengers in the intended direction or to the intended destination, adjusting a number of elevator cars assigned to arrive at a landing where the number of passengers are expected to board an elevator car, including the number of passengers within an expected number of passengers on an elevator car assigned to the call, or communicating with the processor to cause the elevator passenger interface to provide a notification to the number of passengers that less than all of the number of passengers can be associated with the call.

**[0011]** In some examples, the notification includes instructions to separately enter a call for each of the number of passengers.

**[0012]** In some examples, the processor is configured to determine the number of detected voices between a time that the call is received and occurrence of a preselected event; and the preselected event is one of expiration of specified time period that began when the call was received, another call being received by the passenger interface, an assigned elevator car arriving in response to the call, or the passenger interface providing a response regarding the call.

**[0013]** In some examples, the elevator passenger interface is inside an elevator car, and the processor determines a number of passengers on the elevator car based at least in part on the number of voices detected by the sound detector.

**[0014]** According to a second aspect of the present invention, a method of processing a call for elevator service is provided according to claim 10.

**[0015]** In some examples, determining the number of passengers comprises determining from the indication regarding voice detection a detected number of unique voice signatures, or a number of directions from which voices were detected by the sound detector, or both of the number of unique voice signatures and the number of directions.

**[0016]** In some examples, determining the number of

passengers comprises interpreting words spoken by at least one of the number of passengers after receiving the call.

**[0017]** In some examples, the words spoken indicate a desire to be included as one of the number of passengers associated with the call.

**[0018]** In some examples, the method includes assigning at least one elevator car to the call and performing at least one function in response to the determined number of passengers.

**[0019]** In some examples, the at least one function comprises at least: determining a number of elevator cars needed to carry the number of passengers in the intended direction or to the intended destination, adjusting a number of elevator cars assigned to arrive at a landing where the number of passengers are expected to board an elevator car, including the number of passengers within an expected number of passengers on the at least one elevator car assigned to the call, or providing a notification to the number of passengers that less than all of the number of passengers can be associated with the call.

**[0020]** In some examples, the notification includes instructions to separately enter a call for each of the number of passengers.

**[0021]** In some examples, the method includes determining the number of detected voices between a time that the call is received and occurrence of a preselected event, and wherein the preselected event is one of expiration of specified time period that began when the call was received, another call being received by the passenger interface, an assigned elevator car arriving in response to the call, or the passenger interface providing a response regarding the call.

**[0022]** In some examples, receiving the call occurs inside an elevator car, and the method includes determining a number of passengers on the elevator car based at least in part on the number of voices detected by the sound detector.

**[0023]** The various features and advantages of at least one disclosed example embodiment will become apparent to those skilled in the art from the following detailed description. The drawings that accompany the detailed description can be briefly described as follows.

#### **BRIEF DESCRIPTION OF THE DRAWINGS**

##### **[0024]**

Figure 1 schematically illustrates selected portions of an elevator system designed according to an embodiment of this invention and an example scenario in which the example elevator system determines how many passengers intend to travel together.

Figure 2 is a flow chart diagram summarizing an example method of processing a call for elevator service based on detecting voices of passengers that intend to travel together.

#### **DETAILED DESCRIPTION**

**[0025]** Embodiments of this invention provide the ability to determine how many passengers are likely to board an elevator car to travel to a particular destination even when less than all of the potential passengers have provided an indication of an intended destination prior to entering an elevator car based on detecting a number of voices. The determined number of passengers enhances the ability to accommodate passengers using an appropriate number of elevator cars.

**[0026]** Figure 1 schematically illustrates selected portions of an elevator system 20. Elevator cars 22, 24 and 26 are configured to carry passengers among various building levels, for example. A dispatch controller 30 is configured to assign one of the elevator cars 22, 24, or 26 to a request for elevator service.

**[0027]** Passenger interfaces 32 allow passengers to place calls for elevator service. The illustrated arrangement includes a passenger interface 32A that is a destination entry interface situated in an elevator lobby a selected distance from the elevator cars 22-26. The destination entry passenger interface 32A includes a sound detector 34 that is configured to detect sounds, such as human voices, in a near vicinity of the passenger interface 32A. In the illustrated example embodiment, the sound detector 34 includes a microphone and the destination entry passenger interface is capable of receiving audible, spoken calls requesting elevator service. A call placed at the passenger interface 32A includes an indication of an intended destination of the passenger.

**[0028]** A processor 36 determines information regarding the call including the intended destination. The dispatch controller 30 processes the information determined by the processor 36 regarding the call and assigns an appropriate elevator car 22-26 to the call. The passenger interface 32A provides an indication of the assigned elevator car to the passenger so the passenger knows which of the elevator cars to board to be carried to the intended destination.

**[0029]** The illustrated example arrangement includes passenger interfaces 32B and 32C closer to the entrances to the elevator cars. The passenger interfaces 32B and 32C also include a respective sound detector 34, such as a microphone, and a processor 36. In this example embodiment, the passenger interfaces 32B and 32C allow a passenger to place a call for elevator service by indicating an intended destination, such as a specific floor, or an intended direction of travel, such as up or down. The passenger interfaces 32B and 32C are capable of receiving audible, spoken calls requesting elevator service.

**[0030]** In the illustrated example the elevator cars 22-26 each include a sound detector 38. The dispatch controller 30 uses information regarding detected voices in the elevator cars to assist the dispatch controller in having an accurate count of the number of passengers in each elevator car.

**[0031]** Figure 2 is a flow chart diagram 40 summarizing an example technique for processing passenger calls. At 42, a passenger interface 32 receives a call for elevator service indicating at least an intended destination or an intended direction of travel. At 44, the sound detector 34 of the corresponding passenger interface 32 detects voices in a vicinity or proximity of the passenger interface 32. The sound detector 34 in some embodiments is configured to detect different or distinct voices, such as by voice signature, and to provide an indication of a number of distinct, detected voices. In some embodiments the sound detector 34 is configured to detect voices based on a direction between the detector 34 and an individual whose voice is detected. Different detection directions are interpreted by the processor 36 as different voices belonging to different passengers. The number of detection directions is used as a number of detected voices in such embodiments. Some embodiments include a sound detector 34 and processor 36 that use a combination of the distinctiveness or uniqueness of a detected voice and directions that voices travel along toward the detector for detecting voices.

**[0032]** The sound detector 34 in the illustrated example embodiment will continue to detect voices within a selected period of time. For example, when a call is placed the sound detector 34 detects any number of voices for a few seconds following the call or a response provided by the passenger interface 32 in response to the call.

**[0033]** At 46, the processor 36 determines a number of passengers desiring to travel to the intended destination or in the intended direction based on voices detected by the sound detector 34, whether based on voice signature or detection direction. The determined number of passengers is not necessarily an exact number. In some situations, the processor 36 has sufficient information to determine an exact number of passengers based on detected voices but in other situations, the processor 36 determines an estimated number of passengers. At 48, the processor 36 associates a number of passengers with the call based at least in part on the detection of voices. Determining the number of passengers may be based on additional information available to or determined by the processor 36.

**[0034]** In one example embodiment, the processor 36 initiates the number of passengers associated with a call at a value of one when the call is recognized as having been received. When the call is audible, such as being spoken by the passenger, the processor 36 at least temporarily stores an indication of the requesting passenger's voice in memory. If at least one other voice or direction is detected by the sound detector 34 within a few seconds of the call being placed, the other voice or direction is used to increase the number of passengers associated with that call. For example, if two additional voices are detected, the processor 36 increments the number of passenger to a value of three and associates three passengers with the call.

**[0035]** Once a predetermined event occurs, the proc-

essor 36 stops determining if any additional voices were detected and communicates the call with the associated number of passengers to the dispatch controller 30. The predetermined event may be, for example, the expiration of specified time period that began when the call was received such as five seconds, another call being received by the passenger interface 32, the assigned elevator car arriving at the landing that is the origination floor of the requested service, or the passenger interface providing a response to the passenger regarding the call such as an indication of which elevator car 22-26 is assigned to the call. Other criteria defining an event at which the processor 36 stops considering whether to add another passenger to a request may be used.

**[0036]** The processor 36 communicates the call with the associated number of passengers to the dispatch controller 30 and, at 50, the dispatch controller 30 performs at least one dispatching function based on the number of passengers associated with the call. The dispatching function may vary depending on the circumstances. In most situations, the dispatch controller includes the number of associated passengers in the total number of passengers expected in an assigned elevator car. Including the associated number of passengers contributes to assigning elevator cars to calls in a manner that includes allocating adequate room in the car to accommodate the passengers expected to board that car.

**[0037]** The dispatch controller 30 performs a dispatching function under some circumstances that includes determining a number of elevator cars needed to carry the number of passengers in the intended direction or to the intended destination. In some situations, the dispatch controller 30 adjusts a number of elevator cars assigned to arrive at a landing where the number of passengers associated with at least one call are expected to board an elevator car. Sometimes, when necessary, the dispatch controller 30 communicates with the processor 36 to cause the elevator passenger interface 32 to provide a notification to the number of passengers that less than all of the number of passengers can be associated with the call. For example, if a car assigned to the call can accommodate two passengers and the processor associated four passengers with that call, the passengers should be notified that not all of them can be considered part of that call. In some embodiments, the passenger interface 32 then provides a suggestion for at least some of the passengers to separately enter a call to request elevator service.

**[0038]** Figure 1 illustrates several example situations in which the dispatch controller 30 uses the determined number of passengers associated with a call, which may be an exact number or an estimated number as mentioned above. A passenger 60 places a call at the passenger interface 32A. Another passenger 62 speaks toward the sound detector 34 and indicates a desire to be included in that call. The sound detector 34 in this instance not only recognizes the difference in the voices of the passengers 60 and 62 but also captures the inten-

tional, audible indication from the passenger 62 of the desire to travel with the passenger 60. The processor 36 in this instance determines that the number of passengers associated with that call is two.

**[0039]** In some embodiments, each processor 36 has access to information indicating which passenger voices already have a car assigned to an elevator car or are associated with a call. The processors 36 use such information to avoid associating a passenger with more than one call based on the voice of a passenger being detected after that passenger has already placed a call. In an example embodiment, all of the processors 36 have access to memory that at least temporarily stores information regarding voice signatures of voices that have been detected and associated with a call.

**[0040]** Another passenger 70 places a call through the passenger interface 32B. The sound detector 34 detects voices of additional passengers 72 and 74. The processor 36 determines that the voices of the passengers 72 and 74 were not associated with any other calls based on a comparison with voice signatures in the memory and associates them with the call placed by the passenger 70.

**[0041]** A passenger 80 places a call using the passenger interface 32C. The sound detector 34 of that interface detects the voices of the passenger 80 and another passenger 82. The passenger 82 had recently placed a call and the processor 36 determines that the voice of the passenger 82 is already associated with a call based on the information currently in the memory so the passenger 82 is not added to or associated with the call placed by the passenger 80.

**[0042]** In addition to detected voice information, some embodiments include utilizing other known characteristics of individuals to determine whether they are likely associated and will travel on the same elevator car to the same destination as an individual that actively places a call. For example, the processors 36 may have access to a database that includes associations and default destinations of individuals, such as employees of a particular business and the floor where each works. A voice signature of such individuals may be stored for comparison with that of a detected voice to assist in determining if a passenger who's voice has been detected is likely to desire to be included in a particular call. Such additional information is used in some embodiments as part of the process of determining whether an individual who did not place a call should be assigned to the same elevator car of another passenger.

**[0043]** The preceding description is exemplary rather than limiting in nature. Variations and modifications to the disclosed examples may become apparent to those skilled in the art that do not necessarily depart from the scope of the appended claims. The scope of legal protection given to this invention can only be determined by studying the appended claims.

## Claims

1. A device, comprising:

5 an elevator passenger interface (32A, 32B, 32C) configured to allow a passenger (60, 62, 70, 72, 74, 80, 82) to place a call for elevator service by indicating at least an intended destination or an intended direction, and at least one sound detector (34); and  
10 a processor (36) configured to

15 determine a number of passengers (60, 62, 70, 72, 74, 80, 82) intending to travel to the intended destination or in the intended direction based on at least an indication from the sound detector (34) regarding voice detection, and  
20 associate the determined number of passengers (60, 62, 70, 72, 74, 80, 82) with the call;

### characterized in that:

25 the elevator passenger interface (32A, 32B, 32C) includes the at least one sound detector (34); and  
30 the elevator passenger interface (32A, 32B, 32C) receives the call through the at least one sound detector (34).

2. The device of claim 1, wherein the processor (36) is configured to determine the number of passengers (60, 62, 70, 72, 74, 80, 82) based on the indication from the sound detector (34) indicating

35 a number of unique voice signatures detected by the sound detector (34) or  
40 a number of directions from which voices were detected by the sound detector (34) or  
both of the number of unique voice signatures and the number of directions.

3. The device of claim 1 or 2, wherein the processor (36) is configured to determine the number of passengers (60, 62, 70, 72, 74, 80, 82) by interpreting words spoken by at least one of the number of passengers (60, 62, 70, 72, 74, 80, 82) after the call is placed.

4. The device of claim 3, wherein the words spoken indicate a desire to be included as one of the number of passengers (60, 62, 70, 72, 74, 80, 82) associated with the call.

5. The device of any preceding claim, comprising a dispatch controller (30) configured to assign at least one elevator car (22, 24, 26) to the call, wherein

- the processor (36) communicates the number of passengers (60, 62, 70, 72, 74, 80, 82) associated with the call to the dispatch controller (30), and  
the dispatch controller (30) performs at least one function in response to the number of passengers (60, 62, 70, 72, 74, 80, 82) communicated by the processor (36).
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6. The device of claim 5, wherein the at least one function comprises at least:
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- determining a number of elevator cars (22, 24, 26) needed to carry the number of passengers (60, 62, 70, 72, 74, 80, 82) in the intended direction or to the intended destination,  
adjusting a number of elevator cars (22, 24, 26) assigned to arrive at a landing where the number of passengers (60, 62, 70, 72, 74, 80, 82) are expected to board an elevator car (22, 24, 26),  
including the number of passengers (60, 62, 70, 72, 74, 80, 82) within an expected number of passengers (60, 62, 70, 72, 74, 80, 82) on an elevator car (22, 24, 26) assigned to the call, or  
communicating with the processor (36) to cause the elevator passenger interface (32A, 32B, 32C) to provide a notification to the number of passengers (60, 62, 70, 72, 74, 80, 82) that less than all of the number of passengers (60, 62, 70, 72, 74, 80, 82) can be associated with the call.
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7. The device of claim 6, wherein the notification includes instructions to separately enter a call for each of the number of passengers (60, 62, 70, 72, 74, 80, 82).
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8. The device of any preceding claim, wherein
- the processor (36) is configured to determine the number of detected voices between a time that the call is received and occurrence of a preselected event; and  
the preselected event is one of
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- expiration of specified time period that began when the call was received,  
another call being received by the passenger interface (32A, 32B, 32C),  
an assigned elevator car (22, 24, 26) arriving in response to the call, or  
the passenger interface (32A, 32B, 32C) providing a response regarding the call.
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9. The device of any preceding claim, wherein
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- the elevator passenger interface (32A, 32B, 32C) is inside an elevator car (22, 24, 26), and
- the processor (36) determines a number of passengers (60, 62, 70, 72, 74, 80, 82) on the elevator car (22, 24, 26) based at least in part on the number of voices detected by the sound detector (34).
10. A method of processing a call for elevator service, the method comprising:
- receiving a call for elevator service by an elevator passenger interface (32A, 32B, 32C), the call indicating at least an intended destination or an intended direction;  
detecting voices in a vicinity of the elevator passenger interface (32A, 32B, 32C);  
determining a number of passengers (60, 62, 70, 72, 74, 80, 82) intending to travel to the intended destination or in the intended direction based on at least an indication regarding voice detection; and  
associating the determined number of passengers (60, 62, 70, 72, 74, 80, 82) with the call;
- characterized in that** the method further comprises:  
receiving the call through at least one sound detector (34).
11. The method of claim 10, wherein determining the number of passengers (60, 62, 70, 72, 74, 80, 82) comprises: determining from the indication regarding voice detection  
a detected number of unique voice signatures or a number of directions from which voices were detected by the sound detector (34) or both of the number of unique voice signatures and the number of directions.
12. The method of claim 10 or 11, wherein determining the number of passengers (60, 62, 70, 72, 74, 80, 82) comprises interpreting words spoken by at least one of the number of passengers (60, 62, 70, 72, 74, 80, 82) after receiving the call, wherein optionally the words spoken indicate a desire to be included as one of the number of passengers (60, 62, 70, 72, 74, 80, 82) associated with the call.
13. The method of any of claims 10 to 12, comprising
- assigning at least one elevator car (22, 24, 26) to the call and  
performing at least one function in response to the determined number of passengers (60, 62, 70, 72, 74, 80, 82);  
wherein the at least one function optionally comprises at least:
- determining a number of elevator cars (22, 24, 26) needed to carry the number of pas-

sengers (60, 62, 70, 72, 74, 80, 82) in the intended direction or to the intended destination,  
 adjusting a number of elevator cars (22, 24, 26) assigned to arrive at a landing where the number of passengers (60, 62, 70, 72, 74, 80, 82) are expected to board an elevator car (22, 24, 26),  
 including the number of passengers (60, 62, 70, 72, 74, 80, 82) within an expected number of passengers (60, 62, 70, 72, 74, 80, 82) on the at least one elevator car (22, 24, 26) assigned to the call, or  
 providing a notification to the number of passengers (60, 62, 70, 72, 74, 80, 82) that less than all of the number of passengers (60, 62, 70, 72, 74, 80, 82) can be associated with the call; and

wherein the notification further optionally includes instructions to separately enter a call for each of the number of passengers (60, 62, 70, 72, 74, 80, 82).

14. The method of any of claims 10 to 13, comprising determining the number of detected voices between a time that the call is received and occurrence of a preselected event, and wherein the preselected event is one of

expiration of a specified time period that began when the call was received,  
 another call being received by the passenger interface (32A, 32B, 32C),  
 an assigned elevator car (22, 24, 26) arriving in response to the call, or  
 the passenger interface (32A, 32B, 32C) providing a response regarding the call.

15. The method of any of claims 10 to 14, wherein receiving the call occurs inside an elevator car (22, 24, 26), and the method includes determining a number of passengers (60, 62, 70, 72, 74, 80, 82) on the elevator car (22, 24, 26) based at least in part on the number of voices detected by the sound detector (34).

## Patentansprüche

1. Vorrichtung, umfassend:

eine Aufzugspassagierschnittstelle (32A, 32B, 32C), die dazu konfiguriert ist, es einem Passagier (60, 62, 70, 72, 74, 80, 82) zu ermöglichen, einen Aufzugsruf durch Angeben mindestens eines beabsichtigten Ziels oder einer beabsichtigten Richtung zu tätigen, und mindestens einen Schalldetektor (34); und

einen Prozessor (36), der zu Folgendem konfiguriert ist:

Bestimmen einer Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82), die beabsichtigen, zum beabsichtigten Ziel oder in die beabsichtigte Richtung zu fahren, mindestens basierend auf einer Angabe von dem Schalldetektor (34) bezüglich einer Stimmerfassung, und  
 Zuordnen der bestimmten Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82) zu dem Ruf;

**dadurch gekennzeichnet, dass:**

die Aufzugspassagierschnittstelle (32A, 32B, 32C) den mindestens einen Schalldetektor (34) beinhaltet; und  
 die Aufzugspassagierschnittstelle (32A, 32B, 32C) den Ruf durch den mindestens einen Schalldetektor (34) empfängt.

2. Vorrichtung nach Anspruch 1, wobei der Prozessor (36) dazu konfiguriert ist, die Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82) basierend auf der Angabe von dem Schalldetektor (34) zu bestimmen, die Folgendes angibt:

eine Anzahl eindeutiger Stimmsignaturen, die durch den Schalldetektor (34) erfasst wurden, oder  
 eine Anzahl von Richtungen, aus denen Stimmen durch den Schalldetektor (34) erfasst wurden, oder  
 sowohl die Anzahl eindeutiger Stimmsignaturen als auch die Anzahl von Richtungen.

3. Vorrichtung nach Anspruch 1 oder 2, wobei der Prozessor (36) dazu konfiguriert ist, die Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82) durch Interpretieren von Worten zu ermitteln, die von mindestens einem der Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82) gesprochenen werden, nachdem der Ruf getätigt wurde.

4. Vorrichtung nach Anspruch 3, wobei die gesprochenen Worte einen Wunsch anzeigen, als einer der dem Ruf zugeordneten Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82) aufgenommen zu werden.

5. Vorrichtung nach einem der vorhergehenden Ansprüche, umfassend eine Abfertigungssteuerung (30), die dazu konfiguriert ist, dem Ruf mindestens eine Aufzugskabine (22, 24, 26) zuzuweisen, wobei

der Prozessor (36) die Anzahl der dem Ruf zugeordneten Passagiere (60, 62, 70, 72, 74, 80,

- 82) an die Abfertigungssteuerung (30) kommuniziert, und die Abfertigungssteuerung (30) mindestens eine Funktion als Reaktion auf die Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82) durchführt, die durch den Prozessor (36) kommuniziert wurde.
6. Vorrichtung nach Anspruch 5, wobei die mindestens eine Funktion mindestens Folgendes umfasst:
- Bestimmen einer Anzahl von Aufzugskabinen (22, 24, 26), die benötigt werden, um die Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82) in die beabsichtigte Richtung oder zum beabsichtigten Ziel zu befördern,  
Anpassen einer Anzahl von Aufzugskabinen (22, 24, 26), die zugewiesen werden, um an einer Haltestelle anzukommen, an der die Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82) voraussichtlich in eine Aufzugskabine (22, 24, 26) einsteigt,  
Aufnehmen der Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82) in eine erwartete Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82) in einer dem Ruf zugewiesenen Aufzugskabine (22, 24, 26), oder  
Kommunizieren mit dem Prozessor (36), um die Aufzugspassagierschnittstelle (32A, 32B, 32C) zu veranlassen, der Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82) eine Benachrichtigung bereitzustellen, dass weniger als die gesamte Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82) dem Ruf zugeordnet werden kann.
7. Vorrichtung nach Anspruch 6, wobei die Benachrichtigung Anweisungen zum separaten Eingeben eines Rufs für jeden der Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82) beinhaltet.
8. Vorrichtung nach einem der vorhergehenden Ansprüche, wobei der Prozessor (36) dazu konfiguriert ist, die Anzahl der erfassten Stimmen zwischen einem Zeitpunkt des Rufempfangs und dem Auftreten eines vorab ausgewählten Ereignisses zu bestimmen; und
- das vorab ausgewählte Ereignis eines der Folgenden ist  
Ablauf einer definierten Zeitspanne, die mit dem Rufempfang begann,  
ein weiterer Ruf wird von der Passagierschnittstelle (32A, 32B, 32C) empfangen,  
eine zugewiesene Aufzugskabine (22, 24, 26) kommt als Reaktion auf den Ruf an, oder  
die Passagierschnittstelle (32A, 32B, 32C) stellt eine Reaktion bezüglich des Rufs bereit.
9. Vorrichtung nach einem der vorhergehenden Ansprüche, wobei
- die Aufzugspassagierschnittstelle (32A, 32B, 32C) sich innerhalb einer Aufzugskabine (22, 24, 26) befindet, und  
der Prozessor (36) eine Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82) in der Aufzugskabine (22, 24, 26) mindestens teilweise basierend auf der Anzahl der durch den Schalldetektor (34) erfassten Stimmen bestimmt.
10. Verfahren zum Verarbeiten eines Aufzugsrufs, wobei das Verfahren Folgendes umfasst:
- Empfangen eines Aufzugsrufs durch eine Aufzugspassagierschnittstelle (32A, 32B, 32C), wobei der Ruf mindestens ein beabsichtigtes Ziel oder eine beabsichtigte Richtung angibt;  
Erfassen von Stimmen in einer Umgebung der Aufzugspassagierschnittstelle (32A, 32B, 32C);  
Bestimmen einer Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82), die beabsichtigen, zum beabsichtigten Ziel oder in die beabsichtigte Richtung zu fahren, mindestens basierend auf einer Angabe bezüglich einer Stimmerfassung, und  
Zuordnen der bestimmten Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82) zu dem Ruf;  
**dadurch gekennzeichnet, dass** das Verfahren ferner Folgendes umfasst:  
Empfangen des Rufs durch mindestens einen Schalldetektor (34).
11. Verfahren nach Anspruch 10, wobei das Bestimmen der Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82) Folgendes umfasst:
- Bestimmen, aus der Angabe bezüglich einer Stimmerfassung,  
einer erfassten Anzahl eindeutiger Stimmsignaturen oder einer Anzahl von Richtungen, aus denen Stimmen durch den Schalldetektor (34) erfasst wurden, oder sowohl der Anzahl eindeutiger Stimmsignaturen als auch der Anzahl von Richtungen.
12. Verfahren nach Anspruch 10 oder 11, wobei das Bestimmen der Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82) Interpretieren von Worten umfasst, die von mindestens einem der Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82) nach dem Empfangen des Rufs gesprochen werden, wobei die gesprochenen Worte optional einen Wunsch anzeigen, als einer der Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82) aufgenommen zu werden, die dem Ruf zugeordnet sind.

13. Verfahren nach einem der Ansprüche 10 bis 12, umfassend Zuweisen von mindestens einer Aufzugskabine (22, 24, 26) zu dem Ruf und Durchführen von mindestens einer Funktion als Reaktion auf die bestimmte Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82); wobei die mindestens eine Funktion optional mindestens Folgendes umfasst:

Bestimmen einer Anzahl von Aufzugskabinen (22, 24, 26), die benötigt werden, um die Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82) in die beabsichtigte Richtung oder zum beabsichtigten Ziel zu befördern,

Anpassen einer Anzahl von Aufzugskabinen (22, 24, 26), die zugewiesen werden, um an einer Haltestelle anzukommen, an der die Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82) voraussichtlich in eine Aufzugskabine (22, 24, 26) einsteigt,

Aufnehmen der Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82) in eine erwartete Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82) in der mindestens einen dem Ruf zugewiesenen Aufzugskabine (22, 24, 26), oder

Bereitstellen eine Benachrichtigung an die Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82), dass weniger als die gesamte Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82) dem Ruf zugeordnet werden kann; und wobei die Benachrichtigung ferner optional Anweisungen zum separaten Eingeben eines Rufs für jeden der Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82) beinhaltet.

14. Verfahren nach einem der Ansprüche 10 bis 13, umfassend Bestimmen der Anzahl erfasster Stimmen zwischen einem Zeitpunkt des Rufempfangs und dem Auftreten eines vorab ausgewählten Ereignisses, und wobei das vorab ausgewählte Ereignis eines der Folgenden ist:

Ablauf einer definierten Zeitspanne, die mit dem Rufempfang begann, ein weiterer Ruf wird von der Passagierschnittstelle (32A, 32B, 32C) empfangen, eine zugewiesene Aufzugskabine (22, 24, 26) kommt als Reaktion auf den Ruf an, oder die Passagierschnittstelle (32A, 32B, 32C) stellt eine Reaktion bezüglich des Rufs bereit.

15. Verfahren nach einem der Ansprüche 10 bis 14, wobei der Rufempfang im Inneren einer Aufzugskabine (22, 24, 26) erfolgt und das Verfahren Bestimmen einer Anzahl von Passagieren (60, 62, 70, 72, 74, 80, 82) in der Aufzugskabine (22, 24, 26) mindestens teilweise basierend auf der Anzahl der durch den Schalldetektor (34) erfassten Stimmen beinhaltet.

## Revendications

1. Dispositif, comprenant :

5 une interface de passager d'ascenseur (32A, 32B, 32C) configurée pour permettre à un passager (60, 62, 70, 72, 74, 80, 82) de passer un appel pour un service d'ascenseur en indiquant au moins une destination prévue ou une direction prévue, et au moins un détecteur sonore (34) ; et  
10 un processeur (36) configuré pour déterminer un nombre de passagers (60, 62, 70, 72, 74, 80, 82) ayant l'intention de voyager vers la destination prévue ou dans la direction prévue sur la base d'au moins une indication provenant du détecteur sonore (34) concernant la détection vocale, et  
15 associer le nombre déterminé de passagers (60, 62, 70, 72, 74, 80, 82) à l'appel ;  
20 **caractérisé en ce que :**

l'interface de passager d'ascenseur (32A, 32B, 32C) comporte l'au moins un détecteur sonore (34) ; et  
25 l'interface de passager d'ascenseur (32A, 32B, 32C) reçoit l'appel par le biais de l'au moins un détecteur sonore (34).

- 30 2. Dispositif selon la revendication 1, dans lequel le processeur (36) est configuré pour déterminer le nombre de passagers (60, 62, 70, 72, 74, 80, 82) sur la base de l'indication du détecteur sonore (34) indiquant

35 un certain nombre de signatures vocales uniques détectées par le détecteur sonore (34) ou un certain nombre de directions à partir desquelles des voix ont été détectées par le détecteur sonore (34) ou  
40 à la fois le nombre de signatures vocales uniques et le nombre de directions.

3. Dispositif selon la revendication 1 ou 2, dans lequel le processeur (36) est configuré pour déterminer le nombre de passagers (60, 62, 70, 72, 74, 80, 82) en interprétant les mots prononcés par au moins un du nombre de passagers (60, 62, 70, 72, 74, 80, 82) après que l'appel a été effectué.

4. Dispositif selon la revendication 3, dans lequel les mots prononcés indiquent le souhait d'être inclus parmi les passagers (60, 62, 70, 72, 74, 80, 82) associés à l'appel.

5. Dispositif selon une quelconque revendication précédente, comprenant un dispositif de commande de répartition (30) configuré pour attribuer au moins une

cabine d'ascenseur (22, 24, 26) à l'appel, dans lequel

le processeur (36) communique le nombre de passagers (60, 62, 70, 72, 74, 80, 82) associé à l'appel au dispositif de commande de répartition (30), et

le dispositif de commande de répartition (30) met en œuvre au moins une fonction en réponse au nombre de passagers (60, 62, 70, 72, 74, 80, 82) communiqué par le processeur (36).

6. Dispositif selon la revendication 5, dans lequel l'au moins une fonction comprend au moins :

la détermination d'un nombre de cabines d'ascenseur (22, 24, 26) nécessaire pour transporter le nombre de passagers (60, 62, 70, 72, 74, 80, 82) dans la direction prévue ou vers la destination prévue,

le réglage d'un nombre de cabines d'ascenseur (22, 24, 26) attribuées pour arriver à un palier où le nombre de passagers (60, 62, 70, 72, 74, 80, 82) sont censés monter dans une cabine d'ascenseur (22, 24, 26),

l'inclusion du nombre de passagers (60, 62, 70, 72, 74, 80, 82) dans un nombre attendu de passagers (60, 62, 70, 72, 74, 80, 82) dans une cabine d'ascenseur (22, 24, 26) attribuée à l'appel, ou

la communication avec le processeur (36) pour amener l'interface de passager d'ascenseur (32A, 32B, 32C) à fournir une notification au nombre de passagers (60, 62, 70, 72, 74, 80, 82) qui est inférieur à la totalité du nombre de passagers (60, 62, 70, 72, 74, 80, 82) pouvant être associé à l'appel.

7. Dispositif selon la revendication 6, dans lequel la notification comporte des instructions pour saisir séparément un appel pour chacun du nombre de passagers (60, 62, 70, 72, 74, 80, 82).

8. Dispositif selon une quelconque revendication précédente, dans lequel

le processeur (36) est configuré pour déterminer le nombre de voix détectées entre le moment où l'appel est reçu et l'apparition d'un événement présélectionné ; et

l'événement présélectionné est l'un parmi l'expiration du délai spécifié qui a commencé au moment de la réception de l'appel,

un autre appel étant reçu par l'interface de passager (32A, 32B, 32C),

une cabine d'ascenseur attribuée (22, 24, 26) arrivant en réponse à l'appel, ou l'interface de passager (32A, 32B, 32C) fournis-

sant une réponse concernant l'appel.

9. Dispositif selon une quelconque revendication précédente, dans lequel

l'interface de passager d'ascenseur (32A, 32B, 32C) se trouve à l'intérieur d'une cabine d'ascenseur (22, 24, 26), et

le processeur (36) détermine un nombre de passagers (60, 62, 70, 72, 74, 80, 82) sur la cabine d'ascenseur (22, 24, 26) sur la base au moins en partie du nombre de voix détectées par le détecteur sonore (34).

10. Procédé de traitement d'un appel pour un service d'ascenseur, le procédé comprenant :

la réception d'un appel pour un service d'ascenseur par une interface de passager d'ascenseur (32A, 32B, 32C), l'appel indiquant au moins une destination prévue ou une direction prévue ;

la détection de voix à proximité de l'interface de passager d'ascenseur (32A, 32B, 32C) ;

la détermination d'un nombre de passagers (60, 62, 70, 72, 74, 80, 82) ayant l'intention de voyager vers la destination prévue ou dans la direction prévue sur la base d'au moins une indication concernant la détection vocale ; et

l'association du nombre déterminé de passagers (60, 62, 70, 72, 74, 80, 82) à l'appel ;

**caractérisé en ce que** le procédé comprend en outre :

la réception de l'appel par le biais d'au moins un détecteur sonore (34).

11. Procédé selon la revendication 10, dans lequel la détermination du nombre de passagers (60, 62, 70, 72, 74, 80, 82) comprend : la détermination à partir de l'indication concernant la détection vocale d'un nombre détecté de signatures vocales uniques ou d'un nombre de directions à partir desquelles des voix ont été détectées par le détecteur sonore (34) ou à la fois du nombre de signatures vocales uniques et du nombre de directions.

12. Procédé selon la revendication 10 ou 11, dans lequel la détermination du nombre de passagers (60, 62, 70, 72, 74, 80, 82) comprend l'interprétation de mots prononcés par au moins l'un du nombre de passagers (60, 62, 70, 72, 74, 80, 82) après réception de l'appel, dans lequel les mots prononcés éventuellement indiquent le souhait d'être inclus parmi les passagers (60, 62, 70, 72, 74, 80, 82) associés à l'appel.

13. Procédé selon l'une quelconque des revendications 10 à 12, comprenant

l'attribution d'au moins une cabine d'ascenseur

(22, 24, 26) à l'appel et  
 l'exécution d'au moins une fonction en réponse  
 au nombre déterminé de passagers (60, 62, 70,  
 72, 74, 80, 82) ;  
 dans lequel l'au moins une fonction comprend 5  
 éventuellement au moins :

la détermination d'un nombre de cabines  
 d'ascenseur (22, 24, 26) nécessaire pour 10  
 transporter le nombre de passagers (60, 62,  
 70, 72, 74, 80, 82) dans la direction prévue  
 ou vers la destination prévue,  
 le réglage d'un nombre de cabines d'ascen-  
 seur (22, 24, 26) attribuées pour arriver à 15  
 un palier où le nombre de passagers (60,  
 62, 70, 72, 74, 80, 82) sont censés monter  
 dans une cabine d'ascenseur (22, 24, 26),  
 l'inclusion du nombre de passagers (60, 62,  
 70, 72, 74, 80, 82) dans un nombre attendu 20  
 de passagers (60, 62, 70, 72, 74, 80, 82)  
 dans l'au moins une cabine d'ascenseur  
 (22, 24, 26) attribuée à l'appel, ou  
 la fourniture d'une notification au nombre  
 de passagers (60, 62, 70, 72, 74, 80, 82) 25  
 qui est inférieur à la totalité du nombre de  
 passagers (60, 62, 70, 72, 74, 80, 82) pou-  
 vant être associé à l'appel ; et  
 dans lequel la notification comporte en 30  
 outre éventuellement des instructions pour  
 saisir séparément un appel pour chacun du  
 nombre de passagers (60, 62, 70, 72, 74,  
 80, 82).

**14.** Procédé selon l'une quelconque des revendications 35  
 10 à 13, comprenant la détermination du nombre de  
 voix détectées entre le moment où l'appel est reçu  
 et l'apparition d'un événement présélectionné, et  
 dans lequel l'événement présélectionné est l'un  
 parmi :

40  
 l'expiration d'un délai spécifié qui a commencé  
 au moment de la réception de l'appel,  
 un autre appel étant reçu par l'interface de pas-  
 sager (32A, 32B, 32C),  
 une cabine d'ascenseur attribuée (22, 24, 26) 45  
 arrivant en réponse à l'appel, ou  
 l'interface de passager (32A, 32B, 32C) fournis-  
 sant une réponse concernant l'appel.

**15.** Procédé selon l'une quelconque des revendications 50  
 10 à 14, dans lequel la réception de l'appel se produit  
 à l'intérieur d'une cabine d'ascenseur (22, 24, 26) et  
 le procédé comporte la détermination d'un nombre  
 de passagers (60, 62, 70, 72, 74, 80, 82) dans la  
 cabine d'ascenseur (22, 24, 26) sur la base au moins 55  
 en partie du nombre de voix détectées par le détec-  
 teur sonore (34) .

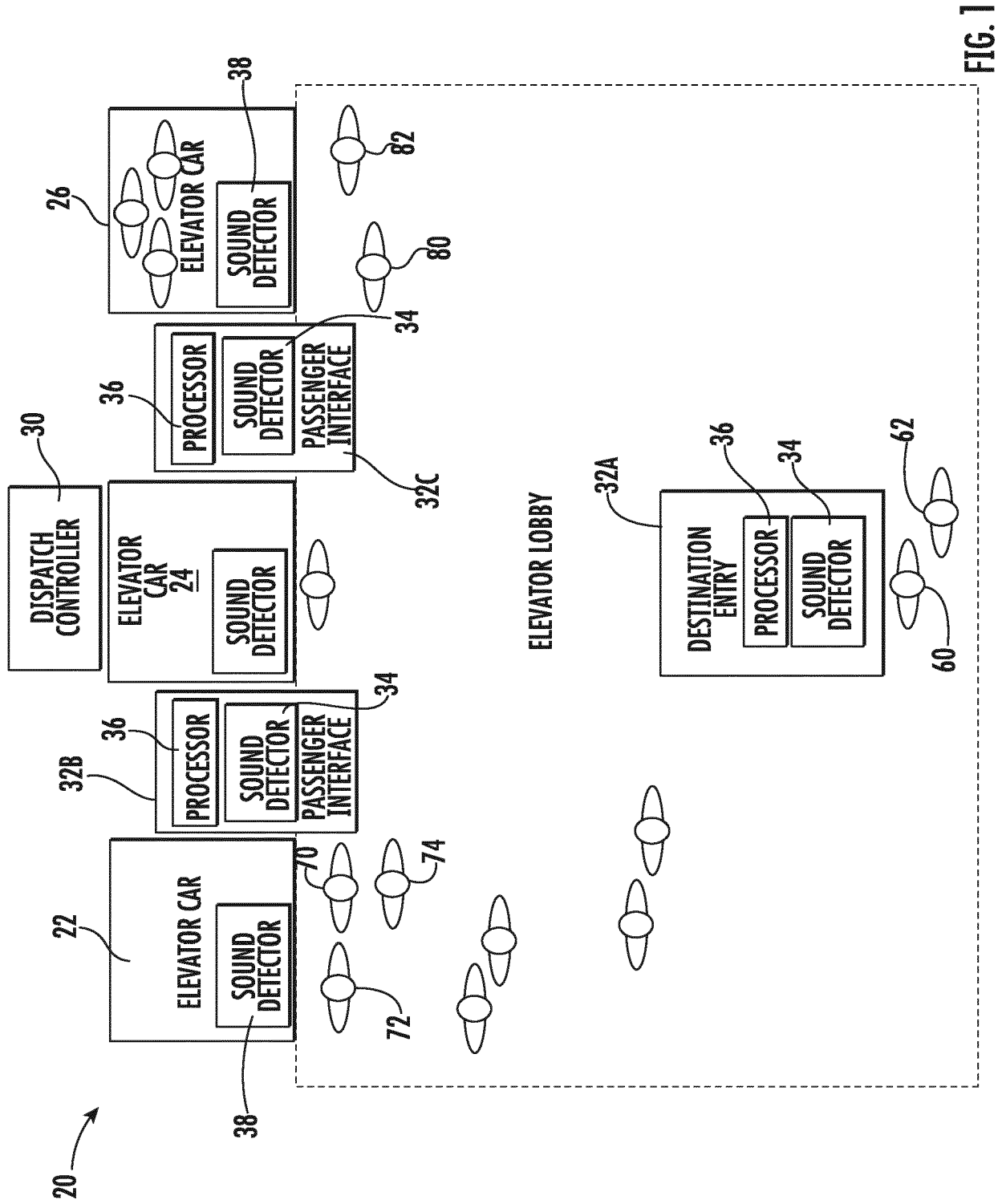


FIG. 1

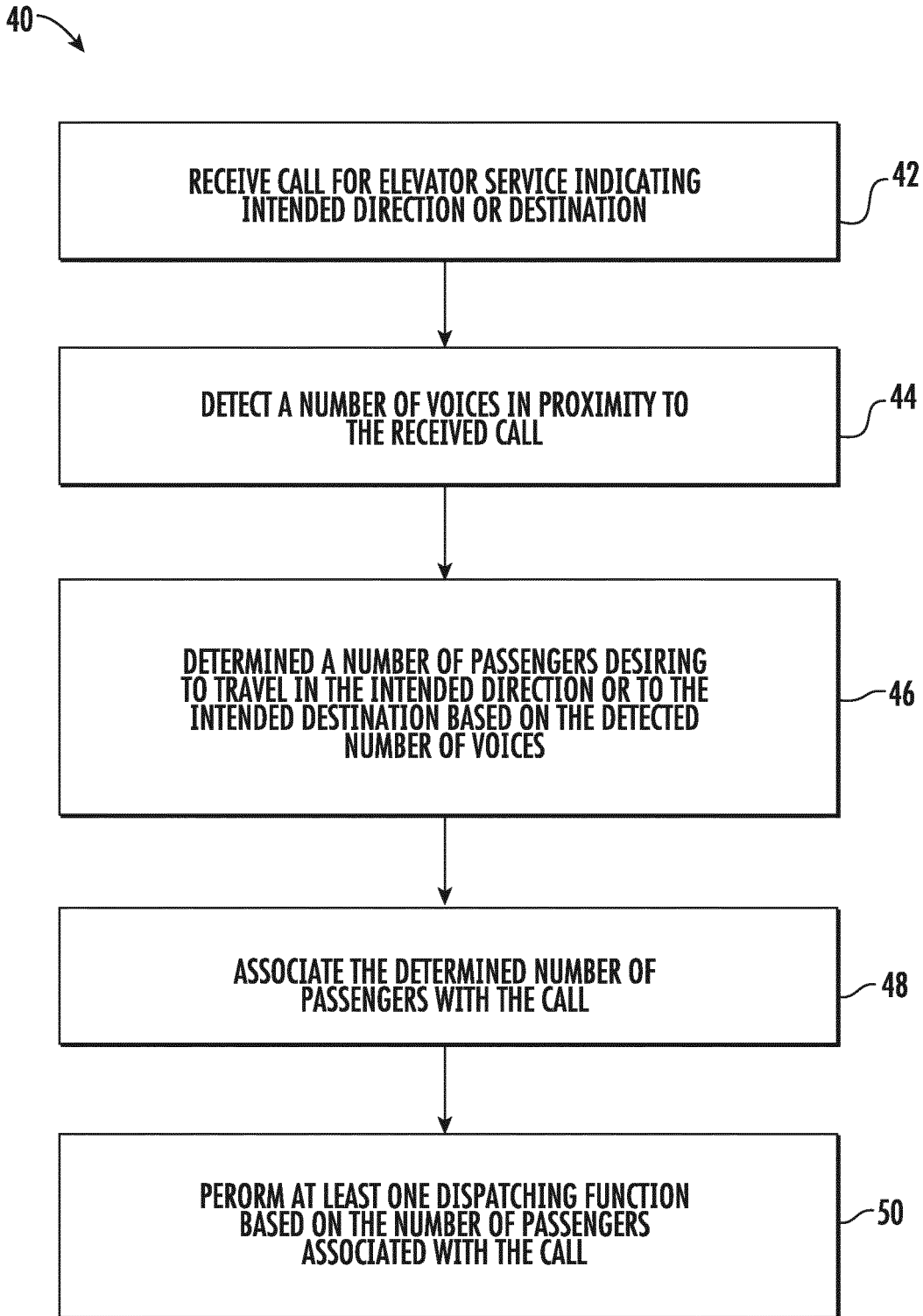


FIG. 2

**REFERENCES CITED IN THE DESCRIPTION**

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**Patent documents cited in the description**

- EP 3228569 A [0004]